AZNet Services

Telecommunications Services – Goals and Objectives

- Upgrade statewide networks and supporting technologies.
- Consolidate disparate networks.
- Consolidate business processes.
- Improve service levels.
- Improve network security.
- Develop and implement a statewide business continuity and disaster recovery program.

AZNet Services

- **Voice Services** – Services include Legacy and Internet Protocol (IP) Telephony. Features, messaging and handsets may vary per location and equipment. Services are available for most customers with some exceptions depending upon the type of telecommunications switch at an agency site and the type of user handset.
  - E911 Auto Location.
  - Features - Caller ID, Call Forwarding, Call Waiting, Call Timer, Redial, Speed Dial, and Call Conferencing.
  - Handsets - Automatic Dialing, Release/Disconnect, Voice Mail Indicator, Transfer, Intercom, Speakerphone and Hands Free/Mute.

- **Voice Processing Services**
  - Voice Messaging.
  - Automated Attendant.

- **Call Center Services**
  - Basic – Automatic Call Distribution (ACD) - call distribution to a group of available agents.
  - Enhanced – complex call distribution – with skill set routing, agent performance reporting, agent voice recording and with one of the following:
    - Interactive Voice Response (IVR).
    - Computer Telephony Integration (CTI).

- **Data Services**
  - Wide Area Network (WAN) access and capacity utilization.
  - Local Area Network (LAN) maintenance and support as an optional service when requested by an agency.
  - Remote Access – optional Virtual Private Network (VPN).

- Network Operations Center (NOC) – network and/or locally resident software for monitoring the status of equipment that is capable of being monitored.

- **Dispatch Center**
  - Single-Point-of-Contact for all matters regarding troubles, changes or questions for in-scope services.
  - Manage all troubles to resolution, including carrier problems, 24 hours a day and 7 days a week.
  - Four levels of operation:
    - Level 1 is the State's *AZNet* Support Desk.
    - Level 2 is Accenture's Change Management Desk (CMD) which manages all troubles to completion.
    - Level 3 is an escalation level within the Accenture team.
    - Level 4 is the equipment manufacturers' Technical Assistance Center (TAC).

- **Support Services**
  - Maintain service and support all equipment according to the coverage level specified by the contract.
  - Maintain at full service capacity security, WAN and voice services including labor, spares, and repairs.
  - Monitor and manage WAN equipment, IP Telephony back-office equipment and all Private Branch Exchange (PBX) equipment (where possible).
  - Manage the State's telecommunications equipment assets including utilization of the State inventory first – prior to charging for new equipment.
  - Provide accounting and billing services for telecommunication expenses for all agencies including accounts payable for 2,100 carrier invoices per month and accounts receivable for around 140 agency customers.
  - Manage and report Service Level Agreements (SLAs) under the contract.

- **Moves, Adds and Changes** (MACs) – This service consist of changes to voice and data configurations. There are two types of MACs – Soft MAC and Hard MAC.
  - Soft MAC – work performed remotely usually through software changes, not requiring a site visit by the technician.
  - Hard MAC – service or equipment change requiring an on-site visit by the technician.

  Each order placed involving more than 25 Hard or Soft MACs are billed at the *AZNet* MAC rates. Charges will appear on the agency's invoice following the month the order is completed and closed. If an order involves 25 or fewer Hard or Soft MACs, the MAC allocation may apply.

- **MAC Allocation** – A specified number of Hard and Soft MACs are included in the seat price. There are two choices of allocation available. Each state agency decides which option is to be applied to their agency.
    - 1 Soft MAC and 0.20 Hard MAC per agency seat per year.
    - 0.15 Soft MAC and 0.35 Hard MAC per agency seat per year.

    The MAC allocation works as follows:
    - Each order placed involving 25 or fewer Hard or Soft MACs goes against the agency's MAC allocation.
    - On a quarterly basis, each agency's Soft and Hard MAC usage is compared to the agency's allocation to determine if the allocation has been exceeded or underutilized. If the agency's allocation is underutilized, the unused MAC allocation is rolled into a statewide pool which is used to reduce MAC overages for agencies exceeding their allocation. The allocation in the statewide pool is divided among agencies exceeding their allocation on a percentage basis to reduce the agency's overage. Any remaining unused MAC allocations in the statewide pool are carried over in the pool for one more quarter. If those unused allocations are not used in the subsequent quarter, they are removed from the statewide pool. If the unused allocation is depleated during the quarterly process, then any remaining agency MAC overages will be charged per the *AZNet* MAC rates. MAC overage charges will appear on the monthly *AZNet* bill following the quarter end.

- **Carrier Management**
    - Act as the State's agent with all carriers on State contract.
    - Manage carrier costs via Telecom Expense Management (TEM), trunk consolidation, WAN consolidation, toll bypass and tail end hop off to generate savings for the State.

- **Security Services**
    - Manage network security including managing the State's existing security equipment and adding Extranet security, Internet gateway security, intrusion detection management, firewall management, and statewide security event correlation for the consolidated State network.
    - Provide baseline Security services including security management and monitoring tools (Protego, SolSoft) and their operation, Extranet security, access/authentication (VMS, ACS), additional firewalls and intrusion detection (IDS) blades for core infrastructure and their operation.

- **Billing**
    - Bill and charge-back all telecom charges to each agency, program and site.
    - Support web access to *AZNet* invoice (BillPort) for all *AZNet* charges including seats, MACs, one-time charges and pass-through of all carrier charges (circuits and long distance detail).

- Conduct Telecom Expense Management (TEM).
- Bill for projects invoiced outside of Billport.
- Manage the Remedy ticket queue and support customer billing inquiries.

- **Projects** – consist of three levels of operation:
    - Change Account Management (CAM) – support for projects valued at less than $25,000 that do not require complex engineering.
    - Demand Management Team (DMT) – support for projects valued at more than $25,000 or involving complex engineering. Project examples include:
        - Agency relocation.
        - New system installation, including Internet Protocol Telephony (IPT).
        - New call center location.
        - Project Engineering Team (PET) – review of all project requests to ensure architectural alignment to the enterprise architecture.